

Hanse-Wissenschaftskolleg online meeting Scientific Advisory Board

July 3, 2020 at 9.45am

Technical Support and Etiquette

We are delighted to welcome you as our guest for the first online meeting of the HWK Scientific Advisory Board !

On the following pages, you will find information on

- 1) [Equipment](#)
- 2) [How to use the Cisco Webex platform](#)
- 3) [User etiquette/ procedure for online meetings](#)

Particularly if you are unfamiliar with video conferences or have not used Cisco Webex before, please invest a few minutes to learn how to access and how to use the platform and to inform yourself about the standard procedure and etiquette of the meeting.

You should have received an invitation email from the Webex platform followed by a personal invitation email with detailed information by the technical host (Dorothe Poggel).

The meeting starts at **9.45 am CEST on July 3, 2020**.

The technical host will open the meeting room approximately 10-15 minutes before the official start.



Please contact Dorothe Poggel at: dpoggel@h-w-k.de if you have questions or need help beyond the information given below.

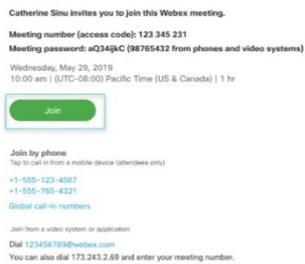
1) Equipment

To fully participate in the online meeting, you will need:

- A PC or Apple Mac desktop computer OR a mobile device (smart phone, tablet)
- A stable and strong internet connection
- Ideally *headphones*, to avoid echo effects
- A microphone (integrated into your device or separate)
- A camera (integrated into your device or separate)

2) How to use the Cisco Webex platform

A) How to join the meeting



The information for accessing the online meeting is included both in the email from the Webex platform (green button “Join”) and in the personal invitation from the host (link, meeting number, password).

You can join

- using the **desktop app** on your computer – easiest and best connection results
- directly through the **browser** (without installing an app) – please use Chrome or Firefox!
- using a **mobile device with the Webex app**



Apple Mac users: If you are unable to install the desktop app or do not want to install it, please do NOT join using Safari because this frequently causes problems with audio, video, or both!

Please see **step-by-step instructions** and a **short video** on the Webex support site:

https://help.webex.com/en-us/nrbgeodb/Join-a-Webex-Meeting#id_135069

You will also find FAQs on this page, e.g. on **problems installing the app** or **getting your audio to work**.

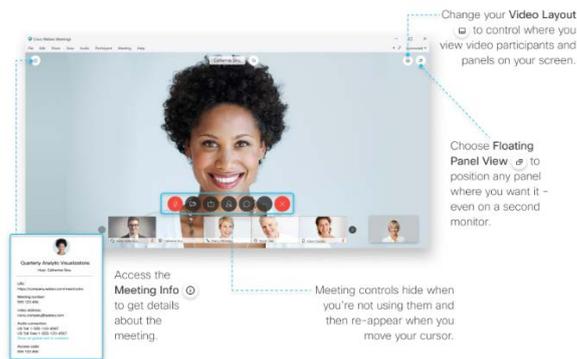
After having clicked the “Join meeting” button or the link, you will be transferred to a **pre-meeting room** where you can *check your audio, video, and other settings* (instructions in the video on the site mentioned above).

You will find more detailed information on the Webex help pages:

<https://help.webex.com/en-us/n62wi3c/Get-Started-with-Cisco-Webex-Meetings-for-Attendees>

B) How to use Webex during the meeting (participants)

Once you have entered the meeting room, you will see your camera image (if you have a camera) and the videos of all other participants. By hovering/ moving the mouse over the videos, some icons for the screen controls become visible: audio control, video control, share screen, participants, chats, and more options.

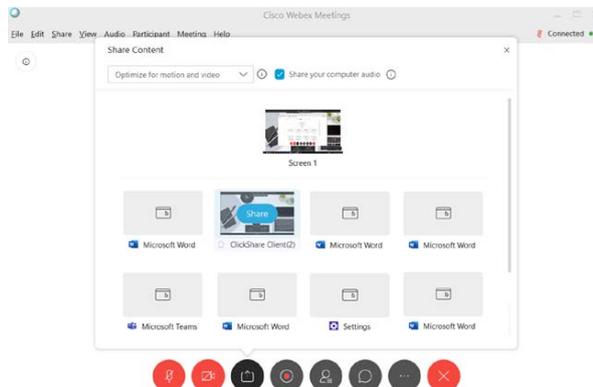


- Click on the audio button mutes your microphone, another click opens it. It is recommended to keep the microphone muted when you are not talking to avoid echo effects.
- Click on the camera button stops your video image, another click starts the video. If you want to save bandwidth, stop the video, particularly during the screen sharing of the speaker.
- Click on the chat button opens a chat window to the right where you can send messages to everybody or privately to any participant.
- In the upper right corner, you can toggle the participant view. Choosing the panel view is recommended (i.e. **not** the one depicted in the image above).

Here is a short video with the options you have during a meeting:

https://help.webex.com/en-us/nrbgeodb/Join-a-Webex-Meeting#id_135069

C) How to use Webex during the meeting (speakers)



If you want to present something, this is done through screen sharing, to be accessed using the respective button of the on-screen controls (see picture).

You can choose to share the entire screen (useful if you want to show your desktop or switch frequently between applications) or a specific application (e.g. Powerpoint).

You can also optimize the screen sharing for still pictures (text, pictures on your slides) or for motion/ video.

Please read the respective help section to prepare your presentation:

<https://help.webex.com/en-us/5ddww5/Share-Content-in-Cisco-Webex-Meetings-and-Cisco-Webex-Events>

D) Troubleshooting

Please refer to the Webex help pages before contacting the host because it is close to impossible help you remotely without knowing what kind of equipment you use or what went wrong trying to access the meeting:

<https://help.webex.com/en-us/WBX9000018881/Troubleshooting-Meetings>

or refer to the „Get Started“ pages to learn about handling the platform and avoid the most common problems

<https://help.webex.com/ld-nyw95a4-CiscoWebexMeetings/Webex-Meetings#Get-Started>

3) User etiquette/ procedure for the online meeting

- The host will open the meeting room about 10-15 minutes before the start time (i.e. at 9:30).
- Welcome by the technical host
- Start of the meeting as described in the program sent with the official invitation
- *Please keep your microphone muted during presentation (see above for instructions)! The use of headphones is highly recommended to avoid echo effects.*
- Discussion/ Q&A-session parts: We may ask you to use the chat function (see above) to avoid parallel speaking. If that is the case, please just write a Q (for question) or C (for comment into the chat. You will be called by the technical host in a first come first served manner. Please do not forget to open your microphone when you are called for your contribution.

Thank you for your co-operation! We are looking forward to “seeing” you!